

USPS Report on PRC Rate and Service Inquiries for February 2015

The Postal Regulatory Commission referred 66 inquiries to the Postal Service in February, 2015. Customers received responses on average within 8 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (63) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (2) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (1) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

International Mail – Regulations for Lithium Batteries

Effective March 2, 2015, the Postal Service is revising its mailing standards regarding lithium batteries to align with new regulations recently implemented by the Pipeline and Hazardous Materials Safety Administration (PHMSA), Department of Transportation (DOT).

This alignment harmonizes domestic and international standards by mirroring DOT's Hazardous Materials Regulations (HMR) with the provisions of the United Nations (UN) Model Regulations, the International Civil Aviation Organization (ICAO) and the International Maritime Dangerous Goods (IMDG) Code.

Many of the USPS revised mailing standards now align with current UPS and FedEx requirements, bringing consistency across the industry, and provide standards that mailers are already familiar with.

Examples of what can and can't be mailed are below:

Items that **can** be shipped include: cameras, video cameras, mobile/smart phones, Bluetooth headsets, laptop computers, shavers, portable DVD players, tablets, two-way radios, GPS devices and most other small electronic devices requiring lithium batteries.

Items that **can't** be shipped include lithium batteries not installed in the equipment they are intended to operate. In addition, when installed, they may not exceed the quantity or limits defined in the [International Mail Manual \(IMM\)](#) or [Domestic Mail Manual \(DMM\)](#).

Note: Always refer to the [International Mail Manual Individual Country Listings](#) for any possible restrictions for the Country of destination.

The IMM along with the [Publication 52, Hazardous, Restricted, and Perishable Mail](#) is available on our website www.usps.com by scrolling to the bottom of the web page under "On About.USPS.com" and selecting "Forms & Publications".